

Hollywell Care Limited

Hollywell Court Residential Home

Inspection report

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Ratings

Overall rating for this service	Good ●
Is the service safe?	Good ●
Is the service effective?	Good ●
Is the service caring?	Good ●
Is the service responsive?	Good ●
Is the service well-led?	Good ●

Summary of findings

Overall summary

About the service

Hollywell Court is a residential care home, providing personal care for up to 12 people aged 65 and over. At the time of the inspection 6 people were using the service. Accommodation is provided over the ground and first floors with some rooms having access to ensuite facilities.

People's experience of using this service and what we found

All the people and relatives we spoke with praised the home. People felt safe and well cared for. People's preferences were respected, and staff were sensitive and attentive to people's needs. Staff were seen to be kind, caring and friendly and it was clear staff knew people and their relatives well.

There were sufficient numbers of staff employed to ensure people's needs were met. We saw staff had time to sit and engage people in conversation.

Recruitment practices were safe and staff received the training they required for their role.

Risks to people's health, safety and well-being were assessed and care plans were in place to ensure risks were mitigated as much as possible.

Staff were aware of their responsibilities to safeguard people and the home had robust procedures in place.

People's care plans contained information detailing how people wanted their care to be delivered. However, they could have contained more person-centred information such as people's life history.

Staff were keen to ensure people's rights were respected.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

People received their medicines safely and as prescribed. Medicine management practices were safe

The service was provided in a homely and clean environment.

Consideration was given to providing a variety of leisure and social activities for people to enjoy.

Quality assurance systems were in place to assess, monitor and improve the quality and safety of the service provided.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was good (report published 21st January 2017)

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

The service was safe.

Details are in our safe findings below.

Is the service effective?

Good ●

The service was effective.

Details are in our effective findings below.

Is the service caring?

Good ●

The service was caring.

Details are in our caring findings below.

Is the service responsive?

Good ●

The service was responsive.

Details are in our responsive findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

Hollywell Court Residential Home

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

Inspection team

One inspector carried out this inspection.

Service and service type

Hollywell Court is a 'care home'. People in care homes receive accommodation and personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used all of this information to plan our inspection.

During the inspection

We spoke with three members of care staff, the registered manager, one person who lived at the service and a relative. We reviewed a range of records including two care plans, medicine administration records, three staff recruitment files and a variety of records relating to the management of the service.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- The service had systems and processes in place to safeguard people from abuse. Staff were able to explain their role in safeguarding vulnerable adults and could tell us what they would do in the event of any concerns. They also understood when and how to whistle blow.
- The safeguarding policy sets out actions to take in the event of a safeguarding concern.

Assessing risk, safety monitoring and management

- There were risk assessments in place in care records. These covered a wide range of areas such as eating and drinking, skin integrity, mental health and mobility. Staff understood how to care for people and meet their needs.
- Essential services, such as gas, electricity and fire safety systems had been maintained and checked on a regular basis.

Staffing and recruitment

- Safe staff recruitment processes were in place with appropriate criminal and reference checks taking place prior to staff starting work with people who use the service.
- It was evidenced that criminal checks were also refreshed on a regular basis which promotes good practice and further safeguards people.
- There were enough staff to meet people's needs.

Using medicines safely

- Medicines were managed safely, and people received their medicines as prescribed.
- Only staff who had been trained in the safe management of medicines, and whose competence had been assessed, administered medicines to people.
- There were safe arrangements in place to receive, store and dispose of medicines.

Preventing and controlling infection

- The home was clean, tidy and free from unpleasant odours.
- Staff had access to, and were seen to use, protective clothing such as aprons and gloves to reduce the risk of the spread of infection.

Learning lessons when things go wrong

- The service kept records of incidents and the registered manager was able to show us actions taken following incidents and learning shared with staff. An example of this was when an intruder entered the

home. Safe protocols were followed, relevant bodies notified, further procedures were put in place to mitigate future risk and learning was shared with staff.

Is the service effective?

Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people's outcomes were consistently good, and people's feedback confirmed this.

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- Assessments identified people's care needs and provided staff with guidance on how to meet these needs and people's preferences. For example, in relation to nutrition and mobility.
- Regular care reviews ensured changes to people's needs were identified quickly and care plans amended to reflect these changes.
- People had been involved in the planning of their care and their wishes were respected.
- Good communication between care staff meant people's needs were well known and understood within the team.

Ensuring consent to care and treatment in line with law and guidance

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The Act requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

People can only be deprived of their liberty to receive care and treatment when this is in their best interests and legally authorised under the MCA. In care homes, and some hospitals, this is usually through MCA application procedures called the Deprivation of Liberty Safeguards (DoLS).

We checked whether the service was working within the principles of the MCA and whether any conditions on authorisations to deprive a person of their liberty had the appropriate legal authority and were being met.

- The service had no people restricted under DoLS. However, the Registered Manager was aware of their duty and able to ensure any required restriction to people's liberty was done lawfully.
- People's mental capacity was noted on care records.
- Staff understood the importance of gaining consent before providing care.

Staff support: induction, training, skills and experience

- Staff received the training and support they required to do their job.
- Staff had the opportunity to discuss their training and development needs at regular supervision and appraisals.

Supporting people to eat and drink enough to maintain a balanced diet

- People had choice and access to sufficient food and drink. A relative told us 'Food is good here very age appropriate, there is always a choice. If [person] wants something different they will make it'. One person commented 'The food is lovely.'

Supporting people to live healthier lives, access healthcare services and support; Staff working with other agencies to provide consistent, effective, timely care

- People's healthcare needs were being met.
- Records showed referrals were made to the GP and community nursing services when required.

Adapting service, design, decoration to meet people's needs

- Accommodation is provided in ground and first floor rooms some being ensuite with two communal lounges and dining facilities. The design met the needs of the people living there at the time of the inspection.

Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect. At the last inspection this key question was rated as good.

At this inspection this key question has remained the same. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity

- People were supported by staff who knew their needs, likes and dislikes well. People and relatives told us they feel cared for. One relative said "No complaints what so ever. The home has been very supportive with [Person] is very happy." One person also told us "I would not change anything about the home. I am pleased with everything."
- Our observations showed staff were kind, caring, friendly and attentive.
- Staff told us they enjoyed working at the home.

Supporting people to express their views and be involved in making decisions about their care

- People, and their relatives where appropriate, were fully involved in creating and reviewing their care plans.
- People's views were sought, listened to and used to plan their care and improve the home
- Care plans included information about people's personal, cultural and religious beliefs.

Respecting and promoting people's privacy, dignity and independence

- People's right to privacy and confidentiality was respected. For example, toilet doors were closed, and staff were seen to knock and wait for an answer before entering.
- Staff were keen to ensure people's rights were respected. They gave us examples of how they had provided support to meet the diverse needs of people, including those related to disability, gender, ethnicity, faith and sexual orientation. These needs were recorded in care plans and people told us how well their individual needs were met.

Is the service responsive?

Our findings

Responsive – this means we looked for evidence that the service met people's needs.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant people's needs were met through good organisation and delivery.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- People received care and support in a way that was flexible and responsive to their needs. One person said, 'the manager is lovely and listens to every problem.'
- Staff knew people well and could describe their likes, dislikes and preferences. Staff were aware of people's history and used this information to tailor their support and interactions with people. However, this could have been documented in more detail within the care plans.
- It was recommended to the provider to document life histories within the care planning documentation.
- Care plans provided staff with descriptions of people's abilities and how they should provide support in line with people's preferences and in a manner which promoted their independence.

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- People's communication needs were identified, and staff were guided to ensure people had their hearing aids and glasses to support their communication.
- The home could provide information in different formats, such as different languages, and were aware of their responsibility to meet the Accessible Information Standard. We observed that infection control signs within the home were written in several foreign languages.

Supporting people to develop and maintain relationships to avoid social isolation; support to follow interests and to take part in activities that are socially and culturally relevant to them

- People told us they enjoyed a wide range of activities. A relative told us "[Person] partakes in activities she enjoys the music duo that come in. Prior to coming into the home, I never saw her have her nails done now she loves it."
- Other regular activities included weekly keep fit, aromatherapy, regular nail painting and beauty, monthly service from the local church and a regular music performance.

Improving care quality in response to complaints or concerns

- People and relatives had not made complaints and felt confident they would be listened to if they did.
- There was a robust complaints procedure in place and records were maintained.

End of life care and support

- The service had an end of life policy in place and we could see that if people were willing to discuss it, their end of life wishes were recorded in detail in their care records.

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- The service provided person centred care to people and this was evident from care records and from talking with people and their relatives.
- The registered manager was open and transparent throughout the inspection and people spoke highly of her and the service.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The registered manager undertook quality audits in a key number of areas including medicines, the environment and hygiene. There were systems in place to prompt supervision, training and competency checks.
- Staff were clear about their role and told us they felt supported to fulfil it.
- The manager was supported by a deputy manager and a team of senior care staff. Each had recognised responsibilities and there were clear lines of accountability.
- The registered manager had made notifications to CQC and the local authority where required.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- People and their relatives were involved in the setting up of their care.
- The service had asked people to complete quality questionnaires.
- Staff team meetings took place and staff told us they could give their views on how best to meet people's needs.
- The home worked closely with community nurses and other healthcare professionals, to ensure people's needs were met.

Continuous learning and improving care

- Quality assurance processes, such as audits and resident and staff meetings, ensured the registered manager and provider had the information they required to monitor staff performance as well as the safety and quality of the care provided.